

UW HEALTH JOB DESCRIPTION

ADMINISTRATIVE OPERATIONS ASSISTANT LEAD

Job Code: 300098	FLSA Status: Non-Exempt	Mgt. Approval: W. Frangesch	Date: 10.2018
Department: Across the System		HR Approval: nnl	Date: 10.2018

JOB SUMMARY

The Administrative Operations Assistant Lead is responsible for providing administrative support and leadership in a variety of settings such as a hospital or administrative department, clinic, unit/area; and/or members of a management team.

The Administrative Operations Assistant Lead provides general oversight of administration functions within a dept or pod. The Lead assists in the planning and coordination of program and project related activities, which may include collaboration with multiple business leaders on a routine basis. This position may have regular access to confidential information as it relates to employee attendance, department budgets and/or employer to employee relationships.

MAJOR RESPONSIBILITIES

1. In partnership with department leadership, coordinate administrative support of a department, unit, project or area, including preparation of reports, researching issues and assistance in updating policies, procedures, manuals, and administrative tools.
2. Identify, develop, and coordinate standard administrative work processes within the department or area.
3. Provide leadership support with management of calendars, maintenance of agendas, taking meeting minutes, and the coordination of activities and schedules of management and department teams.
4. Coordinates, assigns and guides the work activities of other administrative support, including work scheduling and coverage as needed.
5. Compose and prepare correspondence, newsletters, presentations, and additional materials as needed.
6. Enter, monitor and report departmental data, and information.
7. Ensure departmental compliance with applicable policy and procedure requirements, including quality control monitoring of time sensitive processes and procedures.
8. Coordinate and monitor facility and departmental needs, purchase supplies, materials, services or equipment.
9. Respond to questions and provides elevated support to department staff as it relates to payroll, time-off, policies, procedures, education and scheduling.
10. Onboard new employees and provide ongoing training to staff as needed.
11. Ensure consistent communication of relevant information within Administrative Support group.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School diploma or equivalent
	Preferred	Associates Degree in Business Administration or related field
Work Experience	Minimum	3 years of experience in an administrative support role
	Preferred	<ul style="list-style-type: none"> • 5 years of experience in an administrative support function. • Leadership responsibilities within a department or team. • Previous experience in a health care setting.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Excellent computer skills. Experience with word processing, database and spreadsheet software programs. • Ability to establish and maintain effective working relationships with coworkers, department administrative staff, interdepartmental contacts and the general public. • Ability to plan and organize the workflow in a busy office/unit environment and be self-directed and work with minimal supervision. • Ability to be flexible in response to changing demands. • Ability to handle a high volume of work under pressure. • Resourceful in problem solving, initiative and good judgment

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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.